

Ericsson US New Intern Quick Reference Guide 2021

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A warm welcome to the Ericsson family!

A letter for New Interns

Dear Intern,

Welcome to Ericsson! We are excited to have you here! We hope your internship experience will be eye-opening and fulfilling. Whether you are working in an Ericsson Office or working from home, you will have the opportunity to make an impact both at Ericsson and in society. During your time with us, we encourage you to take advantage of our educational opportunities and further your understanding and involvement in our workplace functions.

Starting a new internship or even your first one can be rewarding but also challenging and sometimes overwhelming. We understand you may be unfamiliar with our workplace, products and services, and employee involvements, but we are here to assist you in your internship. We want to ensure you have the best career experience at Ericsson, and we have developed a resource guide to help you navigate your way at Ericsson. We appreciate the value you add to our company, and we wish you the best in your time at Ericsson.

**Sincerely,
Ericsson MANA University Relations**



Employee Resource Groups (ERGs)

Our ERGs and Their Importance:

Employee Resource Groups (ERGs) are intended to support the hiring, retention, and growth of diverse workforce in the Ericsson North America marketplace through various efforts. Due to the passion of our wonderful employees, we are pleased that we now have 7 Employee Resource Groups in North America. We encourage our employees to get involved in an ERG!

GenNext

To promote career development, energize and motivate Ericsson's future leaders, create a positive impact in our community and a platform for elevating the voice of early career professionals.

AAA

African-American Alliance

Promoting members' professional and career development, building and sustaining a pipeline of talent, advocating for broader awareness of challenges unique to Ericsson Black and African-American employees and communities we serve.

LGBTQ & Allies

To find and engage a dedicated group of Ericsson employees who embody our ongoing commitment to workplace diversity & inclusion, technological leadership, career development, and growth.

WE

Women of Ericsson

To focus on enabling women at Ericsson to reach their career aspirations and working with all genders to bring the power of WE.

EVA

Ericsson Veterans Alliance

To promote career development, energize and motivate Ericsson's future leaders, create a positive impact in our community and a platform for elevating the voice of early career professionals.

Latinos+

Enable professional development and networking within Ericsson and promote awareness of our unique Latino cultures while serving as role models in the community.

ACE

Asian Connections @ Ericsson

To promote awareness of Asian heritage within MANA that will further help support Ericsson's efforts on inclusion. To grow and develop talent of A.C.E. members and all employees through professional development. To help educate and empower members to advocate and serve our communities.

Helpful Tutorials

Access [Quick Help](#) to watch informative tutorials about many different topics including our tools and our organization. Attached below, you will find content that provides instructions or explanations regarding a few topics you will work with everyday at Ericsson.

OneDrive

[Meet OneDrive](#)

[Access OneDrive Files in Office Applications](#)

Outlook

[Scheduling meetings from Outlook](#)

[Turn on Automatic Replies \(Out of Office\)](#)

[Create Recurring Meetings in Outlook](#)

Teams

[Adding Participants to Teams Chat](#)

[Responding to Meeting Invitations](#)

[Share Content in Meetings](#)

[Share Your Screen](#)

[Share Control of Your Desktop](#)

[Schedule Meetings on Teams](#)

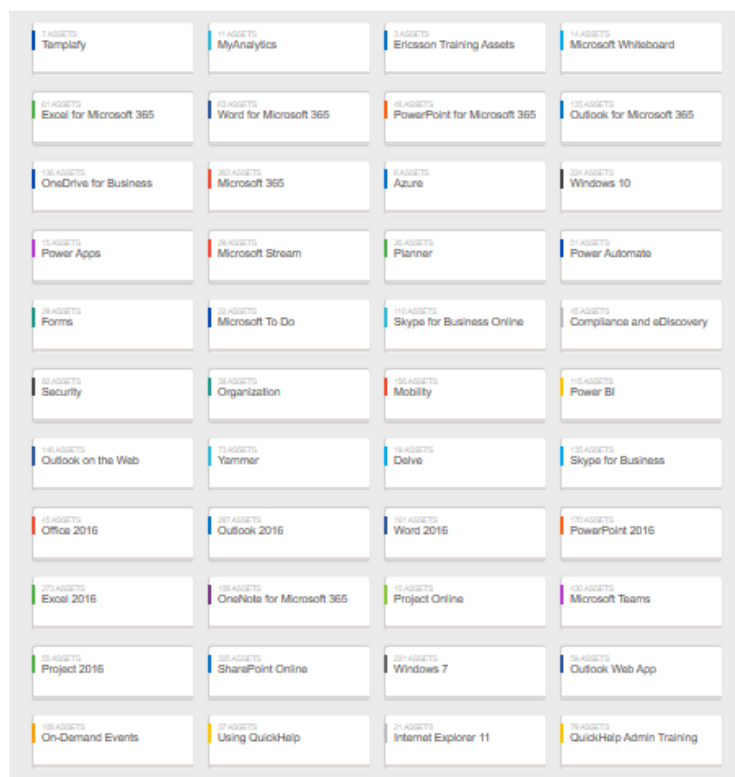
[Setup Recurring Meetings on Teams](#)

Templafy

[Creating an Ericsson Presentation Template with Templafy](#)

[Using the Templafy Library for PowerPoint](#)

[Creating Documents in Word with Templafy](#)



Getting Started

***Note:** These steps are in order and organized by how to get started

I-9 Completion Legal Requirement:

Before your first day, you should have completed section 1 of the I-9. If you are working in an Ericsson office, it is imperative that you bring with you on the first working day the original, unexpired, acceptable I-9 support documents. An assigned Ericsson representative will review your original, unexpired, acceptable I-9 documents. If you are working remotely, a Recruiting Coordinator will reach out to you on your first day to verify your I-9 documents.

Laptops:

If you are working remotely, you will receive a laptop prior to your first week. Before your start date, we encourage you to boot the PC and complete the login steps in case any issues arise.

Watch the [NEO MANA IT Intro Video - Full Version - YouTube](#)

- 1) Important information if you are outside an Ericsson office:
 - a) Boot the PC
 - b) Don't login yet!
 - c) Connect to Wi-Fi first (home network using Wi-Fi and Password)
 - i) Contact IT Support if you experience connectivity issues
 - ii) How to contact IT: 1.866.753.3380
 - d) Login to windows
- 2) Important information if you are in an Ericsson office
 - a) Boot the PC
 - b) Login to windows with your Signum and Password
- 3) IMPORTANT: Save your laptop box to return it to Ericsson once your internship is completed

Ericsson Signum:

Your Ericsson Signum is your corporate ID and is used to log on to your PC and applications. A Signum looks like e.g. EGEOBUS.

Password:

Before your first day, your manager will email you a temporary password for your computer. If you do not receive this before your first day, please reach out to your manager. After you log in for the first time, you will be prompted to change the password. Passwords should contain at least 8 characters and must contain at least three of the four different character types (upper case letters, lower case letters, numbers or special characters).

Reset password by yourself

Forgot your password, or accidentally locked your account? Before it happens again - take 2 minutes and register [your personal security questions in Ericsson Password Manager](#). Once done you can quickly reset or unlock your account yourself without support from the IT Service Desk.

More information is found here [Unlock or reset your LAN password](#)

Single Sign On - SSO

The Ericsson Single Sign-On (SSO) service is a web access management solution that provides centralized authentication, authorization and single sign-on for some web applications.

More information is found in the [IT Service Catalog - SSO](#)

Setup OneDrive:

One Drive, similar to Google Drive, is a Microsoft synchronous cloud storage which allows you to store your personal files in one place, share them with others, and get access to them from any device connected to the Internet.

<https://app.quickhelp.com/ericsson/skills/82020>

Steps to Setup One Drive:

You will be prompted to setup OneDrive, if not,

- 1) Start → Search → OneDrive
- 2) Enter your email address
- 3) Data placed under the "OneDrive – Ericsson AB" Folder will be synchronized to One Drive.

How to Create an Email Signature on Outlook

Link to Video Tutorial

<https://app.quickhelp.com/ericsson/skills/79570>

Steps to Create an Email Signature:

- 1) <https://signaturetool.ericsson.net/>
- 2) Log in
- 3) Edit Signature Details
- 4) When you're finished editing, under "MWP Users," click on Create Email Signature → RUN
- 5) This should download the signature to your Outlook

- 6) If you would like to modify your signature, open Outlook → File → Options → Mail → Signatures

Second Factor Authentication

Soft Token Mobile (Symantec VIP) – This is used for secondary authentication when signing into the Ericsson Internal Site. Installing this is a prerequisite for installing encryption (see below).

- 1) Go to <https://myaccount.ericsson.net> and follow the user guide found under "New Token Instructions."
- 2) The Symantec VIP application can be installed on your personal phone as well as in the corporate phone

Encryption:

In order to install encryption, you must download EriCA - Ericsson Certificate Authority. EriCA gives access to a range of services, including secure email solution for email encryption and signing at Ericsson. We recommend installing encryption before or during your first week at Ericsson.

PREREQUISITES

To order and use EriCA you must be either Ericsson employee or consultant having:

1. E-Signum (Ericsson User ID or Corporate ID).
2. Ericsson.com email address.
3. Net iD software must be installed on your computer (should come with your computer's base installation)
4. Strong Authentication (i.e. Hardtoken/RACOM card or Softoken).

How to order and download certificate to computer for individual use

To download for individual use, you must enter the following website:

<https://erica.ericsson.net>

For help with the process, please refer to the following user guide:

[EriCA User Guide](#)

*After you have created a certificate for the first time, you will not be able to send and receive secure email for approximately **48 hours** (this does not apply if you download your certificate again on other computers after 48 hours).

How to Set Up Direct Deposit

1. Visit <https://sso.dayforcehcm.com/ericsson>
2. Click Forms
3. Click Direct Deposit under General Forms

Please note: Access to DayForce can take 10-14 business days. You will need your account number, routing number, and how much of the paycheck you would like to distribute (for example: 100% distribution into account #1234).

Time Recording – How to Document

1. Visit <https://internal.ericsson.com/>
2. Tools
3. Ericsson Self-Service (ESS/MSS/XWP)
4. Record Working Time
5. **When you open the timesheet page, the timesheet defaults to the current week.**
6. Verify correct timeframe
7. Under the Column "Abs. or Att. Type," select "Regular Non-Billable (1007)"
8. Record working time under each day's column
 - **Please enter time with a comma instead of a period**
 - **Example – Correct: 8,00 Incorrect: 8.00**
9. When finished, click "Review" in the bottom left-hand corner
10. After you review, click "Save"

All employees are required to enter their time **no later than Monday** on a weekly basis for the preceding week. Managers are required to approve each of their employee's time **every Tuesday by 2:00pm CT** on a weekly basis

ID Card Requests (Not Valid While Working Remote)

In your start date confirmation email, you will find instructions for requesting the Ericsson Employee ID Card. Please refer to this email for directions.

Requesting badge access for a different location

Do you travel to customer sites or other Ericsson office locations? Send badge access request to:

na.hr.ops.compliance.and.project.office@ericsson.com

Enterprise Mobility Management (EMM)

<https://ericsson.sharepoint.com/sites/DigitalWorkspace/SitePages/Enterprise-Mobility-P.aspx>

EMM allows users to securely access corporate data from mobile devices. You will find frequently asked questions about enrolling, unenrolling, and other various topics about the EMM process.

Expense Reimbursement (Direct Deposit for Expense Reimbursement)

Set up direct deposit information for your expense reimbursements. *Note this is separate from your payroll direct deposit.

- Login using single sign on. Put domain name before Signum, (example: (ericsson/ejandoe) and with your LAN password. **(accessible from work and home).
- US employees log into: <http://tepp.exu.ericsson.se>
- For full instructions on how to setup direct deposit:
 - <http://anon.ericsson.se/eridoc/erl/objectId/09004cff8428aa5d?doc%20no=EUS-10:012658Uen&action=approved&format=ppt8%20>
- Canada Employees log into:
 - <http://emctepp.exu.ericsson.se>
- For full instructions on how to set up direct deposit:
 - <http://anon.ericsson.se/eridoc/erl/objectId/09004cff841073eb?doc%20no=EUS-10:011125Uen&action=approved&format=ppt8>

Update Personal Information in ESS (Employee & Manager Self Service Tool)

Login to Employee Self Service (ESS)

- <https://ep.ss.sw.ericsson.se/irj/portal>

You get access to ESS automatically on your first day. Check and update your personal information:

- Address and emergency contact details

Internal Data: check and update your building and room/desk number if you have an assigned desk.

Setup a printer to Pull Printer

Pull Printing allows you to send a document to a print Server and then print from any printer at Ericsson, swiping your badge for access. Click here to get it setup:

Pull Printing instructions in EriDoc

<https://erilink.internal.ericsson.com/eridoc/erl/objectId/09004cff8c1500f6?docno=G%20FTB-17:000421Uen&action=approved&format=ppt12>

(MANA Specific)

Print setup defaults to grayscale & print on both sides. You can change to print color & single sided for each a specific document. Printing in color costs up to 10x as much as printing in black and white. Even black and white print outs, using a color printer, are 5x more expensive compared to using a standard black and white printer.

Navigating Ericsson Internal Tools

Ericsson Achievers (E-Star):

This program allows you to shine a spotlight on your colleagues' outstanding performance and everyday excellence. Here, you will have an opportunity to recognize each other for contributions that matter each day.

As an E-Star member, you can accumulate points to redeem for exciting merchandise, gift cards, experiences, tickets, and much more! Also, cash rewards are available for significant Above & Beyond Achievements.

****Note:** Interns CANNOT give E-Star points, but CAN give recognitions

To learn more: <https://ericsson.achievers.com/>

Brandhouse

<https://brandhouse.ericsson.net/en/home>

Our online experience design principles act as guidance for working with our digital design and development. We have categorized our Brandhouse by 5 identifiers: Strategy, Identity, Product Design, Creative Support, and Assets.

1) Strategy

- Strategy Overview – How? What? Why?
- Editorial Content – Creation of engaging, relevant content
- Target Audiences and Personas – Reaching your crowd
- Brand Tonality – Setting our tone of voice
- Brand Ambassador Network – Expand our brand
- Brand Architecture – Framework for building and managing our brand
- Group Presentations – PowerPoint materials

2) Identity

- Visual Identity – Brand assets
- Web & Digital Experiences – Applying our brand digitally
- Presentations – Implementing our brand to our information
- Merchandise – Wearing our brand
- Legal Rights
- Events
- Experience Design Conference 2019

3) Product Design

- Industrial Design – Products and services identity
- UX Design – Branding our user experiences

4) Creative Support

- M&C Platform – Model of Integrated Campaigns
- Campaigns – The quest for easy
- Boilerplate – Text for external communication needs
- Agency Access – Accessing our Brandhouse materials
- Agency Training – Relevant information and training for our preferred agencies
- Brand-Related Training – Master our brand

5) Assets

- All – View all of Ericsson’s branding assets
- Components – Overview of all assets
- Ready to use – Ready-made materials

Acronym Resources

[AcroNO - Power Apps](#)

A resource that quickly defines Ericsson acronyms, and provides their definition.

Ericsson Open Wiki

https://wiki.lmera.ericsson.se/wiki/Main_Page

The Ericsson Open Wiki is exactly that. As an Ericsson employee, you have the opportunity to read and edit this Wiki, much in the same way as Wikipedia works.

It is important to note that you shouldn’t post anything secret! You are responsible for the content you add or edit here.

Ericsson Dictionary of Abbreviations and Acronyms

https://wiki.lmera.ericsson.se/wiki/Acronym_Search

We’ll be the first to admit, we abbreviate any and every word possible. In this link, you’ll have an unofficial Ericsson dictionary that will be extremely helpful when encountering our use of abbreviated terms.

Ericsson Play

<https://play.ericsson.net/>

Our internal corporate video channel for cross collaboration, knowledge sharing, and corporate communication – it’s like our internal YouTube.

Learn more about Ericsson’s presentations on our products, services, training programs, and even our colleagues.

Ericsson Digital Workspace

<https://ericsson.sharepoint.com/sites/DigitalWorkspace>

The Digital Workspace is the everyday tools and devices used by almost everyone within Ericsson. In this portal, you can learn how we work to improve the user experiences, learn about our tools, get training, and see our best practices on what to use. You can participate in or watch the recorded update meetings, look at the news, what is planned, or participate in our live and recorded events.

Topics touched upon:

- User Experiences
- Tools & Devices
- Training & Support
- Best Practices
- About Digital Workspace

Ericsson Volunteer Program

<https://volunteer.internal.ericsson.com/>

The Ericsson Volunteer Program is responsive to community needs and diversity and, with the involvement of employees, contributes to the impact of our Technology for Good initiatives. Volunteers are enabled to bring their own skills and passions into their communities and to apply innovation to helping solve problems and create positive impact.

Idea Box

<https://ideadrop.co/>

A tool for any employee to post ideas to reach the right innovation manager who can turn ideas into reality.

Learning Platforms

Degreed

<https://degreed.com/>

<https://ericsson.sharepoint.com/sites/degreed>

Do you have free time at work? Are you eager to learn a new career skill? When learning is made easy, you can grow your knowledge, skills, and competencies while adding higher value to your career and personal achievements, and to our business.

Degreed is a learning platform that learns about what learners want and need to learn. Degreed provides personalized learning recommendations, based on your job role, set interests and preferences, and your learning and sharing activity.

Learning doesn't just occur in meetings or assignments. Here in Degreed, you have an abundance of learning opportunities, spreading from analytical and communication topics to personal, positional, and even organizational competencies.

Ericsson Academy

https://ericsson.sharepoint.com/sites/ericsson_academy/Pages/start.aspx

Here you can find online training, instructor led training, articles, videos and more! You choose your area of interest and can filter on your job role, portfolio, or other criteria.

Ericsson Academy Topics

- About
- Learning Professionals
- Learning Support
- Site Walk-Through
- New Employee On-Boarding
- Ericsson Portfolio
- Job Roles
- Ericsson Wide
- Certification
- Market & Business Areas
- Highlighted Programs

ITM Learning

A standard employee learning platform with mandatory e-learning training courses. Some courses will be automatically assigned to you in your ITM profile, others you can elect to complete.

User Support

HR Direct

[HR for You - Global HR support - Internal \(ericsson.com\)](#)

For questions on Payroll, Time Entry, Total Rewards (compensation), Training Queries, Employee Profile Status

IT Support

<https://internal.ericsson.com/answer/3926/it-support>

IT Support helps you with any hardware or software issued by Ericsson.

Laptop Setup

<https://internal.ericsson.com/>

Using the Global Search bar, search “New IT User Guide”.

Your laptop/accessories/equipment and mobile phone (if used) will be distributed via your manager.

Social Media – Getting Involved

Social Media Policy

[Use of Social Media Policy](#)

Employee Resource Groups (ERGs)

<https://ericsson.sharepoint.com/sites/MANADiversityandInclusion/SitePages/MANA-Diversity-and-Inclusion.aspx?web=1>

Employee Resource Groups (ERGs) are voluntary employee groups formed to support a diverse and inclusive work environment within the context of the organization’s mission, vision, business and the overall Diversity & Inclusion (D&I) strategy.

Open to all employees, ERGs are typically formed around specific aspects of diversity such as gender, ethnicity, cultural awareness, disability, age, or sexual orientation but they may also be based on other identities such as experiences, careers and family

ERGs will foster professional growth and development while providing the opportunity to share communal interest and establish a professional and social network and are dedicated to promoting a diverse and inclusive work environment

Explore our main ERGs on Yammer:

- African American Alliance
- Asian Connections @ Ericsson
- Ericsson Veterans Alliance
- Latinos+ Resource Group
- Women of Ericsson
- LGBTQ & A
- GenNext Resource Group

Yammer

<https://www.yammer.com/ericsson.com/>

Social media tool to connect with people and teams across the organization on topics relevant to you. Here, you can access our various ERGs.

Additional Information

Business Process

<https://links.lmera.ericsson.se/3NQ>

The Ericsson Business Process (EBP) is a set of well-defined, group-wide business processes. EBP is an integrated part of EGMS (Ericsson Group Management System).

Company Information

<https://links.lmera.ericsson.se/3NP>

Ericsson financial reports and filing

Department/Organization Information

<https://links.lmera.ericsson.se/3NO>

Business Areas – Ericsson Internal

Job Roles and Responsibilities

<https://links.lmera.ericsson.se/3NR>

About Ericsson – Internal

Local Directives

Group Policies and Directives:

<https://internal.ericsson.com/book/11142/ericsson-inc-eus-local-directives-instructions>

Check with your manager or buddy to see that you have all the information you need with regards to local directives and instructions.

View EUS Employee Perks Ericsson Discount Mall (great deals!)

Check out the Discount Mall before you make a purchase! As an Ericsson employee, you're eligible for exclusive reductions on restaurants, entertainment, etc.

https://www.ericssontotalrewards.com/microsite/ericsson/story_html5.html

View Employee Store

Where to order logo embossed merchandise clothing, backpacks, water bottles, etc.

<http://ericsson.icostore.com/>

Understanding EriDoc

Ericsson Internal → Tools → EriDoc

A collaboration tool that houses official documents and finished product and office projects for company wide use.

Learn about the Career and Competence Model

Career and Competence Model (CCM) site:

<https://internal.ericsson.com/book/23986/career-and-competence-model?unit=31582125>